

Usability Study of a Website for New Small Group Leaders at Grace Bible Church Pearlside

Jon Burdios
University of Hawaii at Mānoa
United States of America
jburdios@hawaii.edu

Abstract: With a growing attendance in both Sunday service and weekly small groups, individuals are being asked to step up to leading groups before they are trained in the art of doing so. Due to this rapid change, tools are necessary to help guide new leaders into the role that they are being asked to take on. A leadership reference website was designed and developed to help with this effort. The purpose of this usability project was to explore the ease-of-use of this website and seek to provide future leaders with a means of obtaining information to help them lead efficiently. The site, based on a previous manual, presents information regarding small groups, small group leaders, and best practices to help a leader with their small group. The usability study was conducted in two rounds over the span of four weeks with six adult participants who have been serving as a leader for less than three years. After completing both rounds of testing, there was an improvement in the overall usability of the website. There were 31 issues found and recorded after the first round of testing, and only 11 found and recorded during the second round of testing. Based on the averages of the post-survey, all of the participants agreed with statements regarding the usability of both the design layout and navigation.

Introduction

With the growing number of college and young adults attending small groups at Grace Bible Church Pearlside in Honolulu, Hawaii, groups are often required to cluster into smaller groups in order to maintain the intimacy that occurs in a small group setting. A small group consists of a minimum of four individuals, and as Sunday members turn into weekly small group attendees, leaders are asked to separate into smaller clusters earlier than expected. With this increased growth, several groups have seen their numbers jump from an average of six weekly attenders to fifteen weekly attendees. Due to this separation, leaders rely on previous experiences as attendees to facilitate discussions, which can be frustrating without any prior training or knowledge. A leadership website seeks to help them overcome that hurdle to becoming better leaders.

Literature Review

With web-based instruction gaining popularity due to its accessibility, flexibility, and convenience (Khan, 1999), it is becoming an efficient way of providing new leaders at multiple church sites with the same, standardized training. Focusing on the churches' ongoing growth, there is a need for training that can accommodate different schedules, different formats, and different curricula (Towns, 2012). Training is needed when a target audience lacks skills and knowledge (Conrad, 2000) and having a leadership website available will help meet the needs of new leaders. We know that "virtually" online training can never replace face-to-face human interactions (Towns, 2012), but having a website available to help guide new leaders as they start off in leading their own small group will provide them with the confidence in their ability to lead. Furthermore, with having the leadership materials available online, it reduces the need of having to update printed materials, thus ensuring that the most current content is always available (Khan, 1999).

Church-based Training. Church-based training stands on the shoulders of the most recent training trends (Forman, Jones, & Miller, 2004). Similar to other church movements, church-based training shares the value of community, commitment to training leaders, developing ministries, building relationships, mentoring others, character growth, evangelizing, having the vision to reach the nations, developing new leaders, and bringing quality education to learners where they are within their time preferences. Breaking the project down into sections allowed the researcher to "facilitate the transfer of learning" (Dick, 1996) from the website to the leaders in an effective manner.

Design Strategies. Before designing the website, several strategies were taken into consideration to help provide value to the learner. These patterns included: creating a navigational framework, writing and managing content, and designing effective page layouts (Van Duyne, Landay, and Hong, 2003).

Navigational Framework. The targeted audience navigates through a site to gather information and to accomplish goals; the designer wants the audience to be able to move and navigate through the site in different ways. Familiar navigation helps the audience the most, regardless of whether they have a clear idea of how to move forward (Van Duyne et al., 2003). There are no standards for selecting labels to use throughout a website. However, there are some common variations for the navigation system to which the participants are already familiar with. These include: *main*, *main page*, *home*, *contact*, *contact us*, *about*, *who we are*. Additionally, these labels help to describe the content to which they are referring to, are easy to create, and are the basis for the interconnectedness that drives much of the web's success (Morville and Rosenfeld, 2006). It is important to develop consistent labeling systems as consistency helps facilitate predictability, and the website will become more accessible as it removes the guesswork for navigating the site (Morville and Rosenfeld, 2006).

Content. Building on top of a consistent navigational framework, it is vital that a site be consistent from page to page (Van Duyne et al., 2003). If the pages of a site are not

consistent, it makes navigation harder for the user, and more difficult for those who maintain the website. Furthermore, the content of a website should be personalized and dynamic for the audience. A website's content should answer project objectives, address business goals, fulfill the user's goals, and align with the long-term strategy of the company or organization (Halvorson and Rach, 2012). The content should also consider the audience, messaging, topics, purpose, voice and tone, and sources.

Page Layouts. A significant step in creating a website is designing a clean grid layout, one that gives structure and coherence to the pages. A site built on grids allows the user to skim and read more quickly as they navigate through a website (Van Duyne et al., 2003). The three advantages to having a grid layout include: 1) a grid layout provides a coherent visual structure, making it easier for your audience to predict where they will find information; 2) a grid layout helps reduce clutter or visual noise; and 3) utilizing a grid layout helps provide the workflow for other designers to allow them to focus on creating and maintaining content as opposed to the design of the site (Van Duyne et al., 2003).

Usability Testing. Usability testing is an effective way to assess the efficiency of a website. Usability testing can be applied to test and improve almost anything that we use (Krug, 2010). Gathering feedback from usability tests early in the developmental stages is critical as it will help improve areas of the site that new leaders will be referencing. Usability testing is also essential because all websites have problems, most of the severe problems tend to be easier to find while others are using the site and watching the user helps the designer note the changes that should be made to make the site more usable. An evaluation of the website leads to a redesign, and the designer iteratively repeats this process until both usability, and business goals are achieved. Involving the targeted audience throughout this process helps keep the design on track (Van Duyne et al., 2003).

Project Design and Development

Small groups consist of 3-4 people who meet throughout the week to discuss and reflect on the sermons that are taught on Sunday. The groups process life together and learn how they can apply the principles learned from Sunday into their daily lives. With the growing number of people attending Sunday service, there is a correlation of the increase in the number of people attending weekly small groups, and due to this increase, leaders were asked that larger groups break off into smaller groups of 3-4 to better manage the small group discussion.

With this separation, there were leaders who have not been trained in the art of leading small groups, as the weekly discussions would usually focus on building their lives individually, and now they were being asked to help lead the lives of those around them. Furthermore, the leaders who were asked to step up didn't have any tools or resources available to them to help guide them as a new leader.

After attending a meeting with fellow leaders, it was evident that a website to help train new leaders was necessary. After discussing with potential participants, the researcher

provided them with the pre-survey to gather data to determine and to confirm that they are eligible to participate in the study. Eligibility was determined by age as participants needed to be at least 18 years old and had been serving as a leader for less than three years.

The material crafted for the website was developed based on the “Leader to Leader” manual created by Grace Bible Church Pearlside. Building on the strategies of having creating a familiar navigation, consistent page layouts, and pertinent content, there were five pages created for the leader website. The sections of the website include the Homepage (Appendix A), the About page (Appendix B), the Leadership page (Appendix C), the Best Practices page (Appendix D), and the Contact page (Appendix E).

The Homepage provides an introduction to small groups, while also letting users see what information is available throughout the site. It is vital to have the most important and most frequently performed tasks available from this page, so the researcher made sure to include the subpages within the body of this page - included were the accompanying subpage photo, the title of the subpage, and some descriptive text. The About Page provides more details about small groups and their role within the church. It also shares the components or parts of a small group and highlights the formal structure of what a group looks like from the lead pastor to the attendee. The Leadership Page included information as to what a small group leader looks like and what other options there are to help break down a large small group into a smaller one. The Best Practices Page contains tips that would be used to help the users lead their small group. This ranges from when the leader first starts out to when they are ready to separate. Lastly, the Contact Page - based off of initial feedback from critical friends, this page was added to allow leaders to submit feedback or to ask questions. It was an opportunity to create as many ways as possible to have leaders feel that they can reach out if they ever need help. This includes providing them with a contact form, the physical address of the church, a contact email, and the church telephone number. Now that the website is created, here are some of the instruments that were drafted to help with the usability study.

While looking at how to implement the site after the conclusion of the usability study, the researcher opted to use Squarespace as that is the current platform that Grace Bible Church Pearlside is using and integration should be seamless. The site was built using the Harris theme, and the photos used were supplied by the church. The website may be viewed at <http://ltl-jonburdios.squarespace.com>.

Methods

Research Questions. The purpose of this usability study was to explore the ease-of-use of a leadership reference website for new leaders at Grace Bible Church Pearlside. The overall ease of use of the website was defined by the participants ability to navigate through the site to and fulfill tasks, such as: being able to locate information on where the best places were to have a small group, how to make a new person feel welcomed, how to break a large group into a smaller group, and how to find the ideal characteristics of an

upcoming leader.

Participants. Since the website was designed and developed for new leaders at Grace Bible Church Pearlside, the participants in this study were selected among volunteers from a group of leaders who were at least 18 years old and have been serving as a leader for less than three years. The researcher contacted six individuals and scheduled specific dates and times to meet with each of them.

After completing both rounds of testing, there were a total of 6 participants or 3 participants per round. From the data collected from the pre-survey, the six would describe that they are good or a 3.3 on a 5-point scale when it comes to using the computer, and a 4.2 or very good when it refers to their confidence level regarding internet usage. From the 6 participants, three have been serving as a leader for 4-6 months, one has been a leader for 10-12 months, and two have been serving as a leader for 13-24 months.

Instruments. This usability study utilized a variety of instruments including a pre- and post-survey, a usability testing protocol, an observation sheet, and post-interview questions. Through the pre-survey (Appendix G), the researcher collected information about the participants, and this included their age, occupation, level of computer skills, level of confidence when using the internet, and how long they have been a leader.

The researcher used a usability test protocol to conduct the study. The protocol consisted of five tasks: navigating the homepage, finding the ideal small group meeting location, finding information on how to make a new person feel welcomed, locating information on how to break a large group into smaller groups, and lastly, locating information on the ideal characteristics of a new leader. (Appendix I). Upon completing the test protocol, the researcher utilized an interview (Bottom of Appendix K) to collect qualitative data regarding their experience in using the site.

After the interview, the researcher provided the participant with a paper-based post-survey. The post-survey gathered general feedback and a series of questions asking the participants to rate whether they agreed or disagreed with statements regarding the design layout and navigation.

Procedures. Two separate rounds of usability testing were conducted over a span of four weeks. Each session was scheduled to take approximately 1 hour. However, the quickest test took about 20 minutes while the longest session took about 47 minutes. Before testing, the researcher had participants read and sign a consent form (Appendix H). Upon receiving the signed consent form, the researcher proceeded to set up the computer screen and Screencast-O-Matic (screen recording software) for analyzing purposes. The usability study was conducted at various coffee shops dependent on the participant's location.

During the testing, participants were asked to complete five specific tasks, which would help the researcher to identify issues in navigating the website. While performing the

tasks, the participants were asked to think out loud and describe their actions as they completed the tasks. After completing all five tasks, there was a short interview to gather information about the participant's likes, dislikes, impressions in navigating the website, and suggestions to improve the website. At the conclusion of the interview, participants completed a post-survey providing feedback regarding the design layout and navigation.

After completing each round of testing, the researcher reviewed each recording and aligned the notes taken from the session to the information gathered from the recordings to identify improvements that could be implemented to improve the site. The researcher made revisions to website after the first round of testing and before the second round of testing.

Results

Round 1. Usability Issues. At the conclusion of the first round of testing, the researcher identified 31 issues with different levels of severity within the website. (Appendix M shows a complete list of found issues and their level of severity)

For the first task of navigating the website, the major problem was the font size. One participant commented that it was too small and could be difficult to read for some users. Furthermore, participants mentioned a lack of Grace Bible Church Pearlside branding and College and Young Adult references. Also, one participant felt that the "Leader to Leader (LL)" logo that was designed for the website was out of place. With the first task asking participants to provide feedback regarding the homepage, there were no ratings for that task. While completing the second task of locating an ideal meeting location, the average task difficulty score was 5 on a 6-point scale. (1 representing very difficult and 6 representing very easy) A common issue was that the participants had to search through various sections to find both the question and answer. One suggestion was to consider duplicating this section on another page on the website. The third task of finding how to help a new person feel welcomed scored a task difficulty rating of 6.0 suggesting that this task was very easy, and was the only task that scored a 6.0 with all three participants in the first round. The fourth task was finding information on breaking down a large group into smaller groups had a task difficulty rating of 4.33 or somewhat easy. All participants initially selected the 'Best Practices' page, but as soon as realized that it was not on that page, they returned to the homepage to skim for the answer and located it by examining the three subsections and their accompanying text. Eventually, they located the answer on the Leadership page. Lastly, the fifth task asked the user to find the ideal characteristics of who will be leading next. The average task difficulty rating for this task was 5.33 or easy. The participants found it easily under the Leadership link and recommended to duplicate it onto the 'Best Practices' page under a label of "How to Multiply a Grace Group" heading.

Figure 1 presents the scores of the tasks for the first round of usability testing. The total average score for the task difficulty was 5.08, which rates the website as being easy to use.

Participant	Task 1 Navigating the Homepage	Task 2 Grace Group Meeting Location	Task 3 Welcoming a New Person	Task 4 Breaking down into smaller groups	Task 5 Upcoming Leader
Tester #1	NA	4	6	3	3
Tester #2	NA	5	6	4	6
Tester #3	NA	6	6	6	6
Average	NA	5	6	4.33	5
Total Average	5.08				

1= very difficult; 2= difficult; 3= somewhat difficult; 4= somewhat easy; 5= easy; 6= very easy; NA= not applicable

Figure 1. Task Difficulty Rating for the First Round of Testing

Figure 2 summarizes the data gathered from the post-survey. Based on the section averages, the participants found the design layout of the website pleasing, and that the website was easy to navigate.

	Statements	Average	Standard Deviation	Section Average
Design Layout	The homepage layout is easy to understand	5.67	0.58	5.2
	The text on the website is clearly written	5	1	
	The images match the content presented on the website	5.33	0.58	
	The website is visually appealing	5.67	0.58	
	The organization of the site is logical and easy to follow	4.33	1.53	
Navigation	The website is easy to navigate	5.33	0.58	5.08
	The number of links across the website is reasonable	5	1	
	Headings and titles are clear and concise	5	1	
	Links are consistent and easy to identify	5	1	

1= strongly disagree; 2= disagree; 3= somewhat disagree; 4= somewhat agree; 5= agree; 6= strongly agree

Figure 2. Post-survey Results from the First Round of Testing

Round 1. Revisions. After completing the first round of testing, the researcher went through the thirty-one descriptive issues found from observing the participants; the researcher used Nielsen Norman's 5-level scale for usability problem severity to determine the revisions that were necessary to improve the site for the second round of testing.

The researcher implemented many of the issues pulled from the list of descriptive issues (Appendix M). The researcher replaced the "LL" logo at the top of the page with the Grace Bible Church Pearlside logo to help convey that this website is associated with the church. The researcher added a College and Young Adult reference in the top navigation to help identify what ministry and audience the website is intended for. The researcher also increased the size of the font from 12px to 14px. To address the participants' ability to quickly find information for tasks two and three, the researcher examined how to categorize each section to their appropriate label. Examining all of the questions on the

‘Best Practices’ page, the researcher created three categories for the tips. The three categories are Tips as you start your own Grace Group, Tips to help you with your Grace Group, and Tips to help you multiply your Grace Group. To help improve task four, the researcher moved this section from the ‘Leadership’ page to the ‘Best Practices’ page as that was where all of the participants clicked when asked to perform this task. Lastly, to improve task five, the researcher include text within the section to replicate what information the participants were looking for. Also, the researcher duplicated onto the multiplication section on the ‘Best Practices’ page to align with the move from task four. From the interview and post-survey, the researcher reduced space on the homepage to decrease the amount of negative space that is shown to the user. This minimized the distance participants scroll through to see the content listed on the homepage as well as accompanying pages.

Round 2. Usability Issues

After making the changes from the first round of testing, the researcher completed the second round of usability testing and found eleven areas of improvement (see Appendix N). Among the eleven, some of the issues found and recorded include: a request to increase the size of the body text more, underlining links, including more information about the church, increasing the size of one of the heading levels, adding more scripture, updating the leadership text, a request for more color, considerations to reduce the length of the Best Practices page, and additional considerations for the photos used throughout the site. Furthermore, task ratings for tasks two and four increased by 0.67 to 5.67 and 5 respectively, or participants were finding these to be ‘easy.’ However, the task rating for tasks 3 and 5 dropped by 0.67 and 0.33 respectively, ‘somewhat easy.’ A reason for the decrease could be due to the types of participants involved as they did come from a wide array of backgrounds. Furthermore, a decrease could be due to a participant not noticing the scrollbar that illustrated that there was more information at the bottom of the page and found this to be difficult.

Overall, the task rating saw an average increase of 0.09, meaning that the changes implemented from the first round of testing made an impact on the second round, and still affirming that the website is easy to navigate. Figure 3 presents the scores for the second round of testing and compares the total to the first round.

Participant	Task 1 Navigating the Homepage	Task 2 Grace Group Meeting Location	Task 3 Welcoming a New Person	Task 4 Breaking down into smaller groups	Task 5 Upcoming Leader
Tester #4	NA	6	6	5	6
Tester #5	NA	6	5	5	5
Tester #6	NA	5	5	5	3
Average in 2nd Round	NA	5.67 (↑)	5.33 (↓)	5 (↑)	4.67 (↓)
Average in 1st Round	NA	5	6	4.33	5
Total Average in 2nd Round	5.17 (↑)				

Total Average in 1st Round	5.08
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1= very difficult; 2= difficult; 3= somewhat difficult; 4= somewhat easy; 5= easy; 6= very easy; NA= not applicable

Figure 3. Task Difficulty Rating for the Second Round of Testing

Similar to the increase in task rating, the averages from the post-survey suggest that the improvements made between both rounds made the website easier to navigate and visually makes sense to the user. Figure 4 provides the results from the post-survey, as well as comparing the averages between both rounds of testing.

	Statements	Average	Standard Deviation	Section Average	Section Average (Round 1)
Design Layout	The homepage layout is easy to understand	5.67	0.58	5.33 (↑)	5.2
	The text on the website is clearly written	5.33	0.58		
	The images match the content presented on the website	4.67	0.58		
	The website is visually appealing	5.33	0.58		
	The organization of the site is logical and easy to follow	5.67	0.58		
Navigation	The website is easy to navigate	5.67	0.58	5.59 (↑)	5.08
	The number of links across the website is reasonable	5.33	1.15		
	Headings and titles are clear and concise	5.67	0.58		
	Links are consistent and easy to identify	5.67	0.58		

1= strongly disagree; 2= disagree; 3= somewhat disagree; 4= somewhat agree; 5= agree; 6= strongly agree

Figure 4. Post-survey Results from the Second Round of Testing

Round 2. Revisions. The changes that came from the second round of testing address the aesthetic portion of the website. This includes finding and replacing the best practices photo on the homepage, increasing the size of the body text, underlining links to indicate that they are a link, and including more information about Grace Bible Church Pearlside. Furthermore, the researcher will include anchor links on the Best Practices page to allow participants to skip down directly to the sections that the participants are looking for. This will alleviate scroll fatigue.

Discussion and Conclusion

In hindsight, the design of the website through creating a navigational framework, including content that is relevant to the participants, and having consistent page layouts helped with the design layout and navigation of the site. After completing both rounds of testing, the results from the two rounds suggest that there was an improvement in the overall usability of the website. The average task difficulty rating from both rounds was 5.125 out of 6. (1 representing very difficult and 6 representing very easy) If there were another round of testing available, Tasks 3, or the task of locating information on how to welcome a new person, and task 5, or the task as to what qualities a future leader would

have, would be examined further to increase the usability of the site. Furthermore, a positive worth mentioning would be that the usability test was conducted with three individuals who have been serving as a leader for 4-6 months, the researcher is interested in what the results would be with someone who had been serving less because this truly be the audience that the researcher intended this site to be for. A captive audience with no experience looking for tools to help them as they walk into their new role as a small group leader. Furthermore, the researcher believes that there is an opportunity to expand this study by conducting the usability test on a mobile device as that is currently where the intended audience is at. An opportunity to help ensure that the website is designed in a way that helps them lead efficiently, and more importantly, providing the leaders with resources at their fingertips. It is worth noting that Squarespace automatically creates the website to respond at various screen sizes, and a future test could examine the usability of this website on devices other than a laptop.

The content and implementation of this website is beneficial to Grace Bible Church Pearlside as it will help new leaders become equipped and empowered to lead and grow small groups. Having a leadership website available to them will help improve their ability to be prepared and confident to handle new small groups efficiently. However, in its entirety, this site is not complete. Based off of the list of descriptive issues (Appendix N), the researcher will continue to work with leadership within the College and Young Adult ministry to further develop the content presented on the website. Furthermore, this study and the future development of this website will be an excellent resource for other churches, either on the island or nationally, who would like to provide their new leaders with a reference site before they embark on leading their own small groups. Furthermore, usability testing works and should be implemented in the design and development of all future church material as it will help make other tools more comfortable to use for the wide variety of learners that are present within the different ministries.

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LOVING GOD, LOVING PEOPLE LEADER TO LEADER [home](#) [about](#) [leadership](#) [best practices](#) [contact](#)



About

The main goal of a Grace Group is to make disciples who grow (Great Commandment) and go (Great Commission). Each Grace Group is to reach the unreached, make disciples, and reproduce another Grace Group. This is done by equipping apprentices, as well as launching H.O.S.T. Gatherings.

A Grace Group consists of a minimum of four Christians and seekers led by an empowered and equipped leader. Leading a weekly Grace Group meeting, members share their life victories and challenges, go through the discussion guide, encourage one another to reach out, and pray for members' needs and requests. Members are also encouraged to complete Pearlside's Grow through G.R.A.C.E. equipping classes to further their spiritual growth.

What is discipleship?

The Greek word (original language of the New Testament) for disciple is *mathetes*, which means follower and student of a master with the goal of becoming like the master.

Discipleship is an ongoing journey in relationship with Jesus with the goal of becoming more like Him and reaching the world with His Gospel. Discipleship involves three key relationships: relationship with God, relationship with other Christians, and relationships with the unreached.

What are other goals of a Grace Group?

The other goals of a Grace Group are to reach the unreached, establish believers, equip disciples, and empower others to influence. Also, through Grace Group, members are encouraged to stimulate discipleship by processing life through the truth and application of God's Word, to connect God's power to people's purpose, passion, plans, and problems through prayer, and to be an extension of God's love by serving the community.



COMPONENTS OF A GRACE GROUP

A healthy Grace Group includes a leader, an apprentice, an assistant, and a seeker. The leader leads the Grace Group, the apprentice co-leads with the goal of having their own Grace Group within a year, the assistant supports the leader and apprentice, and the seeker is a member that checks out a Grace Group.

Formal Structure of a Grace Group

Pastor - one who leads a Grace Group and oversees Cooches and Leaders.
Lead Cooch - one who is appointed by a Pastor, leads a Grace Group, and oversees three or more Grace Groups.
Cooch - one who leads a Grace Group and oversees at least one other Grace Group.
Leader - one who leads a Grace Group
Apprentice - one who co-leads a Grace Group and has the goal of having their own group within a year.
Assistant - one who supports the leader and apprentice.
Attendee - ones who come to a Grace Group, includes seekers.

GRACE TO GROW. GRACE TO GO.

How do I start a Grace Group?

Determine what kind of Grace Group to start

REMEMBER: BIRDS OF A FEATHER FLOCK TOGETHER

People connect around

Common needs (e.g., single moms, young moms)

Common age groups (e.g., high school, college, young adults)

Common experiences (e.g., divorce, drug abuse)
Common interests (e.g., diving, fishing, coaches, sports)

Value the homogenous principle, especially as it concerns gender. It leads to more transparency, deeper sharing, safer interactions, and more effective evaluation.

Homogenous principle : a section of society in which all members have some characteristic in common

Establish the Leader, Apprentice, and Assistant to form a foundational tripod. Have each person in this core assemble a list of best potential prospects to reach and come together to pray over these names for a pre-determined period of time.

CONNECT

Connect personally with those whom the Lord prompts you to build bridges of relationship. Begin by first inviting them into your life.

INVITE

invite those who seem open to the Grace Group. Invite those outside of the church, those who used to come, and those who attend church.

BE OPEN

Be open to meet anytime and anywhere that is best for the Grace Group and those that the Grace Group is reaching out to.

Grace to Grow. Grace to Go.

REACH THE UNREACHED. ESTABLISH BELIEVERS.
EQUIP DISCIPLES. EMPOWER TO INFLUENCE



Appendix C – Leadership

LOVING GOD, LOVING PEOPLE
LEADER TO LEADER
home about leadership best practices contact

Leadership & Multiplication Breakdown

Leadership as Service

QUALIFICATIONS

The qualifications of a Grace Group Leader include: one who puts their faith and trust in Jesus as Lord and Savior; one who has a consistent, growing relationship with Jesus as a disciple; one who is in the process of completing the Grow through G.A.C.E. classes and has completed the One2One book; one who believes and lives the mission and values of Grace Bible Church-Portland; one who engages in fulfilling the Great Commission to "go and make disciples."

ROLES AND RESPONSIBILITIES

The roles and responsibilities of a Grace Group leader include: consistency in growing in their relationship with Jesus through personal spiritual disciplines and by attending Grace Group and service regularly; co-leads with an apprentice with the goal of branching within a year; meeting regularly with the apprentice to help process their personal health/growth; serving within a volunteer ministry; and attending monthly leadership group meetings and periodic summits.

MOTIVATION

The motivation of a Grace Group leader should be to love God and love others (Matthew 22:37), leaders should also serve God and give Him glory in everything they do (Mark 10:45), and because leadership is a calling, leaders should not look to serve for a title, position, or performance, but rather a lifestyle as a servant for God (Philippians 2:3-7).

Leadership doesn't exist without service.

HOW DOES A GRACE GROUP LEADER LEAD?

Love members and lead them towards God's plan for them. Evangelize and encourage members to reach out. Assimilate new people into the church family and values. Disciple members for personal growth.

WHAT SHOULD A GRACE GROUP LEADER DO TO P.R.E.P. FOR A MEETING?

Preview the week's Grace Group Discussion Guide to become familiar with the content.
Recognize possible points of emphasis and also points that may need clarification.
Examine your life for examples to share.
Pray for the Holy Spirit to reveal Jesus and glorify God through the discussion and meeting.

REFLECTION

- What information, insights, or challenges regarding the Grace Group leader stood out to you? Why?
- In regards to LEAD, which do you feel comfortable doing? Why? Which do you feel challenged in doing? Why?
- What other questions do you have regarding Grace Group leadership?
- Exercise:** Do the P.R.E.P. exercise for this week's Grace Group.

How can I multiply a Grace Group?

- Multiplication should be the goal at the beginning of a Grace Group's formation. It is vital to establish the value up front.
 - "Where there is no vision, the people perish." -Proverbs 29:18
- Know when a Grace Group is ready to branch or separate from a current group, and prepare to help form that new and upcoming group.
- View each member as a potential leader for future Grace Groups and allow them opportunities to walk into the leadership role.
- Cover all upcoming leaders through a relational structure for ongoing coaching.

THE NEW TYPES OF GROUPS

Cluster (Leaders and Apprentices): When one Grace Group breaks into two or more separate groups, but continues to meet at the same time and location to better facilitate discussion and involvement of members.

Branch (Apprentices): When a Grace Group grows and reproduces another Grace Group. **Key signals:** when regular attendance is a steady eight or more members. **Two ways that this can occur:**

- The new leader stays with the original Grace Group and the original leader leaves to pioneer the new branch with his/her portion of the Grace Group.
- The new leader leaves to lead the newly branched Grace Group.

Plant (Leader and Apprentices): When the triad leaves to start another Grace Group with a whole new people group who would not, or could not attach to the current Grace Group.

Extension (Leader and Apprentices): When a leader and other members go out of their current Grace Group to reach a people group.

H.O.S.T. Gathering (Anyone): A casual gathering of seekers with a common connection (e.g., work, interests, etc.) who meet to read and discuss a topic or subject using a designated curriculum with the goal of discovering Jesus while developing relationships with believers. Though not structured like a Grace Group, it has the potential to become one.

WHAT IS A H.O.S.T. AND A H.O.S.T. GATHERING

A H.O.S.T. is one who is willing to reach the unreached by connecting with people who are far from God. A H.O.S.T. Gathering is a casual meeting of seekers with a common connection (e.g., the H.O.S.T. work, interests, etc.) who meet to read and discuss a topic or subject using designated curriculum with the goal of discovering Jesus while developing relationships with believers. Though not structured like a Grace Group, it has the potential to become one.

QUALIFICATIONS OF A H.O.S.T.

Unlike a Grace Group, a H.O.S.T. is not a leader. A H.O.S.T. is sent out by his or her Grace Group, but is still in connection with the leader for coaching and the Grace Group for relationship.

Meant for people far from God
Occurs in places to gather (e.g., table or Starbucks)
Start and facilitate the discussion
Take time to pray before, at, and after the meeting

Grace to Grow, Grace to Go.

REACH THE UNREACHED. ESTABLISH BELIEVERS.
EQUIP DISCIPLES. EMPOWER TO INFLUENCE



The 8 Habits of Effective Small Group Leaders by David Easley
Making Small Groups Work by Dr. Henry Cloud and Dr. John Townsend
WikiChurch by Steve Merrell
Sticky Church by Larry Osborne

Appendix E – Contact Us

LOVING GOD. LOVING PEOPLE

LEADER TO LEADER

[home](#)
[about](#)
[leadership](#)
[best practices](#)
[contact](#)

CONTACT

Questions?
Let us know

CORPORATE LOCATION

98-751 Kuahao Place, 2nd Floor
Pearl City, HI 96782

CONTACT

info@pearlside.org
(808) 484-0061

OFFICE HOURS

Monday - Friday
9AM - 5PM

Name *

First Name
Last Name

Email Address *

Phone *

(001) (001) (000)

How Can We Help? *

Please do not include confidential or sensitive information in your message.

SUBMIT

Grace to Grow, Grace to Go.

REACH THE UNREACHED. ESTABLISH BELIEVERS.
EQUIP DISCIPLES. EMPOWER TO INFLUENCE

Appendix F: Recruitment Email

Hello #InsertLeaderName!

My name is Jon Burdios and I am conducting a usability study for my Master's project in Learning Design and Technology at the College of Education, University of Hawaii at Manoa. The focus of my study is the ease of use of a leadership reference website for new and upcoming leaders at Grace Bible Church Pearlside. In the study, I will be asking several new and upcoming leaders to participate in the study by completing several short tasks using the website. I will also ask several questions about navigating the website, the website layout, the usefulness of the website, the user experience and ease of use. The approximate time of the session is 30-40 minutes.

As a current coach in the College and Young Adult ministry, I would like to invite you to participate in the study. The usability study session will take place in person at Grace Bible Church Pearlside in one of the ENLI rooms. All information will be kept strictly confidential. A report of the study will be available to volunteers and church leadership at the completion of the project. By participating in this research project, your leadership status will not be impacted.

If you are interested in participating, please fill out this survey: [#linkToPreStudySurvey](#)

For more information or if you have additional questions, feel free to contact me directly at jburdios@hawaii.edu

Thank you,
Jon

Appendix G: Pre-Survey

Thank you for your interest in participating in this study. As part of the University of Hawaii's Master's in Education program in Learning Design and Technology, a website has been created for new and upcoming leaders at Grace Bible Church Pearlside. The content of this website is focused on helping new and upcoming leaders understand their role as a leader, as well as being equipped and empowered to go and make disciples. Please fill out this survey to ensure that you meet the qualifying requirements to participate in the study.

All responses you will provide in this survey will be kept confidential and will only be used for the purpose of this research study. By choosing "agree" below, you confirm that your information is correct and agree to let your information be used for this research study.

☐ Agree

☐ Disagree

1. Age

- a) 18-20
- b) 21-24
- c) 25-28
- d) 29-32
- e) 33-39
- f) 40-49
- g) 50 and above

2. Occupation

1. Please rate your level of computer skill:

1	2	3	4	5
Poor				Excellent

1. Please rate your level of confidence using the internet:

1	2	3	4	5
Poor				Excellent

1. How often do you use the internet?

- a) Daily
- b) Weekly
- c) Occasionally

d) Never

1. How do you usually access the internet?
 - a) Personal computer
 - b) Mobile device
 - c) Other:_____

1. Where do you usually access the internet?
 - a) Home
 - b) Work
 - c) Other:_____

1. What do you do on the internet? Circle all that apply.
 - a) Work
 - b) Email
 - c) Social Media
 - d) Shopping
 - e) News
 - f) Entertainment
 - g) Research
 - h) Other:_____

1. How long have you been serving as a leader at Grace Bible Church Pearlside?
 - a) 1-3 months
 - b) 4-6 months
 - c) 7-9 months
 - d) 10-12 months
 - e) More than 1 year
 - f) More than 2 years
 - g) More than 3 years

Appendix H: Consent Form

University of Hawai'i Consent to Participate in a Research Project

Usability Study of a Website for New and Upcoming Leaders at Grace Bible Church Pearlside

Hello, my name is Jon Burdios, and I am a student at the University of Hawai'i at Manoa. I am conducting this research project as a requirement for a Master's degree in Learning Design and Technology. The purpose of this usability study is to develop and evaluate the ease of use of a leadership reference website for new and upcoming leaders at Grace Bible Church Pearlside. I am asking you to participate because you have been identified as a new and upcoming leader and

have the adequate technical skills to fully participate in this study. Your participation in this study will help determine the changes to be implemented on the website to improve ease of use.

Activities and Time Commitment

Participation will be in person at Grace Bible Church Pearlside with the researcher. If you participate, first you will be asked to complete a short pre-survey, which aims at collecting your demographic information, your website use experience, and your online habits. Then you will be asked to navigate through the website while being prompted by a series of tasks. These tasks are intended to evaluate the ease of use of the platform. You will be asked to share your thoughts out loud as you navigate the website, which will assist the researcher in gaining further insights into the user experience. Your screen actions and verbal comments will be screen captured and recorded using Screen-o-matic. Your face will not be visible in the recording. Once all tasks are completed, the researcher may ask follow up questions as needed. You will be asked to complete a post-survey after participating. The post-survey is intended to gather your feedback pertaining to the ease of use of the website. A short interview will be conducted after completion of the post-survey to gain further understanding of your experience. The entire usability study, including both surveys and interviews will last about 30-45 minutes.

Confidentiality and Privacy

The data gathered from your participation in this study will be used solely for the purpose of this usability study. The data will be stored securely on a password-protected computer. When I report the results of my research project, I will not use your name or any other personal information that would identify you. The recordings from this study will be transcribed to determine the commonalities from all participants. Once the research is complete, all recordings will be destroyed.

Voluntary Participation

Participation in this research project is strictly voluntary. You are free to choose to participate or not participate in this project. You may withdraw your permission or discontinue participation at any time without penalty or loss of benefits or leadership standing.

Questions

If you have any questions regarding your participation in this research study, please contact me via email at jburdios@hawaii.edu. You may also contact my Faculty advisor Grace Lin at gracelin@hawaii.edu. You may contact the UH Human Studies Program at (808) 956-5007 or by e-mail at uhirb@hawaii.edu to discuss problems, concerns, and questions; obtain information; or offer input with an informed individual who is unaffiliated with the specific research protocol.

Please visit

<https://www.hawaii.edu/researchcompliance/information-research-participants> for more information on your rights as a research participant.

Participation

I have read and understood the above information, and agree to participate in this usability study. I understand that I can change my mind about being in the project at any time by notifying the researcher.

Audio Recording

I understand that my verbal responses and computer screen activity will be recorded as I participate in this usability study. These audio recordings will only be accessed by the researcher and will be destroyed once the research is complete.

Today's Date	Print your name	Signature
--------------	-----------------	-----------

By submitting this form, you consent to participate in this study AND to have the session audio recorded

Appendix I: Usability Protocol

Hi, #insertLeaderNameHere. My name is Jon Burdios, and I'm going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We're asking people to try using a Web site that we're working on so we can see whether it works as intended. The session should take about an hour.

The first thing I want to make clear is that we're testing the site, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you use the site, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done, I'll try to answer them then. And if you need to take a break at any point, just let me know.

You may have noticed the microphone. With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except the people working on this project. And it helps me because I don't have to take as many notes.

[Give them a recording consent form and a pen]

[While they sign it, START the SCREEN RECORDER]

--- SURVEY QUESTIONS ---

Do you have any questions so far?

OK. Before we look at the site, I'd like to ask you just a few quick questions. First, what's your occupation? What do you do all day?

Now, roughly how many hours a week altogether--just a ballpark estimate--would you say you spend using the Internet, including Web browsing and email?

Percentage at home?

Percentage at work?

And what's the split between email and browsing--a rough percentage?

What kinds of sites are you looking at when you browse the Web?

Do you have any favorite Web sites?

OK, great. We're done with the questions, and we can start looking at things.

[Click on the bookmark for the site's Home page.]

First, I'm going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it's for. Just look around and do a little narrative.

You can scroll if you want to, but don't click on anything yet.

[Allow this to continue for three or four minutes, at most.]

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy.

[Hand participant a printed copy]

I'm also going to ask you to do these tasks without using the Search or Find features. We'll learn a lot more about how well the site works that way.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

[Hand the participant the first scenario, and read it aloud.]

TASK #1 - Navigating the Homepage

What you're seeing here is the testing of the leadership reference website homepage. First, I am going to ask you to scan and scroll through the homepage

- You can browse the homepage for several minutes to get familiar with the environment.
- **REMINDER:** Please do not click on anything, but you are free to scroll through the homepage
- What did you notice first? What about it strikes you?
- What are your initial impressions about the layout of this page and what do you think of the colors, graphics, photos, etc?
- What are your thoughts of the text on this page?
- What do you think the website is about? Why do you think so?
- Whom is it for? What makes you think so?
- What do you think people can do on this website? How can you tell so?
- If you were allowed to click on something on this homepage, where would you click first?

Thank you! Do you have any other comments for this homepage?

TASK #2 - You've started your own Grace Group and are thinking of where to have your next group. Find on the website what makes the ideal Grace Group meeting location.

TASK #3 - You have a new person who will be checking out your group, where would you go to learn how to make them feel welcomed?

TASK #4 - Your Grace Group has grown to include sixteen individuals, where would you go to find information as to how to break them down into smaller groups?

TASK #5 - Lastly, you're looking for someone to lead the next Grace Group, where would you go to find the ideal characteristics of who will be leading next

[Allow the user to proceed until you don't feel like it's producing any value or the user becomes very frustrated.]

[Repeat for each task or until time runs out.]

Thanks, that was very helpful.

Do you have any questions for me, now that we're done?

[Stop the screen recorder and save the file.]

[Thank them and escort them out.]

Appendix J: Post-Survey

General Feedback

1. What features of the website were vague or confusing to you, if any?

1. Do you think people would have problems using the website? What kinds of people? What kinds of problems?

Design Layout

1. The homepage layout is easy to understand
- | | | | | | |
|-------------------|----------|-------------------|----------------|----------------|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| Strongly Disagree | Disagree | Somewhat Disagree | Somewhat Agree | Strongly Agree | |

1. The text on the website is clearly written:
- | | | | | | |
|-------------------|----------|-------------------|----------------|----------------|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| Strongly Disagree | Disagree | Somewhat Disagree | Somewhat Agree | Strongly Agree | |

1. The images match the content presented on the website:
- | | | | | | |
|-------------------|----------|-------------------|----------------|----------------|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| Strongly Disagree | Disagree | Somewhat Disagree | Somewhat Agree | Strongly Agree | |

1. The website is visually appealing:
- | | | | | | |
|-------------------|----------|-------------------|----------------|----------------|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| Strongly Disagree | Disagree | Somewhat Disagree | Somewhat Agree | Strongly Agree | |

1. The organization of the site is logical and easy to follow:
- | | | | | | |
|-------------------|----------|-------------------|----------------|----------------|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| Strongly Disagree | Disagree | Somewhat Disagree | Somewhat Agree | Strongly Agree | |

Navigation

- | | | | | | | |
|----|---------------------------------|-------------------|----------------|-------|----------------|---|
| 1. | The website is easy to navigate | | | | | |
| | 1 | 2 | 3 | 4 | 5 | 6 |
| | Strongly Disagree | Somewhat Disagree | Somewhat Agree | Agree | Strongly Agree | |
-
- | | | | | | | |
|----|--|-------------------|----------------|-------|----------------|---|
| 1. | The Number of links across the website is reasonable | | | | | |
| | 1 | 2 | 3 | 4 | 5 | 6 |
| | Strongly Disagree | Somewhat Disagree | Somewhat Agree | Agree | Strongly Agree | |
-
- | | | | | | | |
|----|---|-------------------|----------------|-------|----------------|---|
| 1. | Headings and titles are clear and concise | | | | | |
| | 1 | 2 | 3 | 4 | 5 | 6 |
| | Strongly Disagree | Somewhat Disagree | Somewhat Agree | Agree | Strongly Agree | |
-
- | | | | | | | |
|----|---|-------------------|----------------|-------|----------------|---|
| 1. | Links are consistent and easy to identify | | | | | |
| | 1 | 2 | 3 | 4 | 5 | 6 |
| | Strongly Disagree | Somewhat Disagree | Somewhat Agree | Agree | Strongly Agree | |

Appendix K: Observation/Interview Sheet

Observation/Interview Sheet

Test date:

Subject's Name:

Starting time:

Ending Time:

☐ Check this box if the consent form has been signed

TASK #1 - Navigating the Homepage

What did you notice first? What about it strikes you?

What are your initial impressions about the layout of this page and what do you think of the colors, graphics, photos, etc?

What are your thoughts of the text on this page?

What do you think the website is about? Why do you think so?

Whom is it for? What makes you think so?

What do you think people can do on this website? How can you tell so?

If you were allowed to click on something on this homepage, where would you click first?

TASK #2 - You've started your own Grace Group and are thinking of where to have your next group. Find on the website what makes the ideal Grace Group meeting location.

Steps taken to complete the task

Duration to complete the task: _____ (min)

Task difficulty by the subject

1	2	3	4	5	6
Very difficult	Difficult	Somewhat	Somewhat	Easy	Very
Easy		Difficult	Easy		

Rationale for the rating

Suggestions to improve this task

Other comments

TASK #3 – You have a new person who will be checking out your group, where would you go to learn how to make them feel welcomed?

Steps taken to complete the task

Duration to complete the task: _____ (min)

Task difficulty by the subject

1	2	3	4	5	6
Very difficult	Difficult	Somewhat	Somewhat	Easy	Very
Easy		Difficult	Easy		

Rationale for the rating:

Suggestions to improve this task

Other comments

TASK #4 – Your Grace Group has grown to include sixteen individuals, where would you go to find information as to how to break them down into smaller groups?

Steps taken to complete the task

Duration to complete the task: _____(min)

Task difficulty by the subject

1	2	3	4	5	6
Very difficult	Difficult	Somewhat	Somewhat	Easy	Very
Easy		Difficult	Easy		

Rationale for the rating:

Suggestions to improve this task

Other comments

TASK #5 – Lastly, you’re looking for someone to lead the next Grace Group, where would you go to find the ideal characteristics of who will be leading next?

Steps taken to complete the task

Duration to complete the task: _____(min)

Task difficulty by the subject

1	2	3	4	5	6
Very difficult	Difficult	Somewhat	Somewhat	Easy	Very
Easy		Difficult	Easy		

Rationale for the rating:

Suggestions to improve this task

Other comments

General Questions

What did you like best about the site?

What did you like least about the site?

What was your overall impression about navigating the website? Was it easy or difficult? Why? Examples?

Do you have any other suggestions to improve this website?

Any other comments?

Appendix L: Descriptive Issues

ID	Problem Description	Severity Rating	Location	Possible Solution	Notes
TASK #1 - Navigating the Homepage					
TASK #2 - You've started your own Grace Group and are thinking of where to have your next group. Find on the website what makes the ideal Grace Group meeting location.					

TASK #3 – You have a new person who will be checking out your group, where would you go to learn how to make them feel welcomed?					
TASK #4 – Your Grace Group has grown to include sixteen individuals, where would you go to find information as to how to break them down into smaller groups?					
TASK #5 – Lastly, you’re looking for someone to lead the next Grace Group, where would you go to find the ideal characteristics of who will be leading next?					

Legend

Nielsen's (1995) 5-Level Scale for Usability Problem Severity	
0	I don't agree that this is a usability problem at all
1	Cosmetic problem only. Need not be fixed unless extra time is available
2	Minor problem. Fixing should be given low priority
3	Major problem. Important to fix, should be given high priority
4	Catastrophe. Imperative to fix this before product can be released.

Appendix M: Descriptive Issues - Round 1

ID	Problem Description	Severity Rating	Possible Solution	Done
TASK #1 - Navigating the Homepage				
1.1	No Grace Bible Church Branding	3	Change “LL” logo at the top to the GBC Pearlside Logo	X
1.2	No College and Young Adult Reference	3	Add “College and Young Adults Leader to Leader” to the top left text	X
1.3	“LL” Logo felt out of place	1	Adjust to include a “T,” but remove from top logo	
1.4	Text too small	4	Change to font size 14pt	X
TASK #2 - You’ve started your own Grace Group and are thinking of where to have your next group. Find on the website what makes the ideal Grace Group meeting location.				
2.1	Labels	2	Before GG, During GG, After GG	X
2.2	Recommended time	1	Include a section as to the duration of a Grace Group	
2.3	Certain problems that might appear			
2.4	Best practices label → Getting started?	3	Flow of information can be broken down into better categories → Identify categories	X
2.5	Add “Someone’s house” as an option for the where to have a Grace Group	1	Include this as a place to hold Grace Groups	
2.6	Add specific places - other real examples of where current groups are meeting	1	Include Starbucks, Coffee Bean, McDonald’s as locations where people choose to meet → emphasizes the public atmosphere/comfort place to have discussions	
2.7	Consider moving top 3 to About Grace Groups	2	Duplicate this section?	

TASK #3 – You have a new person who will be checking out your group, where would you go to learn how to make them feel welcomed?				
3.1	LTL doesn't say "new people"	2	How to speak to the new leaders? Text about onboarding?	
3.2	Looking for a label that says "Hospitality"	2	Consider this as a label section	X
3.3	Break up the Best Practices into sections	2	Follows the storyline idea from the first user. Suggestions: <ul style="list-style-type: none"> • Apprentice • Before you start your Grace Group • Ready to branch group, 	X
3.4	Change order of Best Practices section	2	Storyline for Best Practices <ul style="list-style-type: none"> • As you start • Help with your group • Multiplying Group 	X
TASK #4 – Your Grace Group has grown to include sixteen individuals, where would you go to find information as to how to break them down into smaller groups?				
4.1	Maybe include under leadership as well?	3	Move from Leadership to Best Practices	
4.2	Highlight the multiply part more	3	Section in Best Practices	X
4.3	Label	2	"When you think the group is ready to branch" section	X
4.4	Opportunity: How to lead people to other groups	1	Section to be included under "Tips to help you with your Grace Group" <ul style="list-style-type: none"> • Include in future updates when the questions/text gets updated 	
4.5	User quickly skimmed sections and recommended a drop-down menu to help make skimming easier	2		
4.6	Include links in the footer	1	Due to page length of some pages, include a navigation system within the footer.	

TASK #5 – Lastly, you’re looking for someone to lead the next Grace Group, where would you go to find the ideal characteristics of who will be leading next?				
5.1	Time to find section		I believed user was looking for the phrase “ideal characteristics” as opposed to the qualifications	
5.2	How to fit this under “How to multiply” section			X
5.3	Add “Potential new leader”	3		X
5.4	Duplicate it under “Multiplication” section	3		X
Interview/Post-Survey Notes				
6.1	Search option	1	Does Squarespace offer this feature?	
6.2	Section on confidentiality	1		
6.3	A forum to discuss problems	1	Does this replace the contact form?	
6.4	Tree-branch of all of the groups	1	Is this even listed? What would be the benefit?	
6.5	FAQ’s on About Page	1	Why is it only an hour? Where do they meet?	
6.6	Too much space on the website, reduce spacers	0	I think this is personal preference, and will not be adjusting the spacing.	

Legend

Nielsen’s (1995) 5-Level Scale for Usability Problem Severity	
0	I don’t agree that this is a usability problem at all
1	Cosmetic problem only. Need not be fixed unless extra time is available
2	Minor problem. Fixing should be given low priority

3	Major problem. Important to fix, should be given high priority
4	Catastrophe. Imperative to fix this before product can be released.

Appendix N: Descriptive Issues from Round 2

ID	Problem Description	Severity Rating	Possible Solution	Done
TASK #1 - Navigating the Homepage				
1.1	Font over header photo		Bold/drop shadow/darken photo to emphasize contrast	
1.2	Photo chosen for 'Best Practices'			
1.3	Heading 3 could be bigger			
1.4	Have the links be underlined to signify that they are a link/url			
TASK #2 - You've started your own Grace Group and are thinking of where to have your next group. Find on the website what makes the ideal Grace Group meeting location.				
TASK #3 – You have a new person who will be checking out your group, where would you go to learn how to make them feel welcomed?				
TASK #4 – Your Grace Group has grown to include sixteen individuals, where would you go to find information as to how to break them down into smaller groups?				
4.1	Add three topics at the top to signify that they are three sections		Create anchor links so that the user knows what's on the page	
TASK #5 – Lastly, you're looking for someone to lead the next Grace Group, where would you go to find the ideal characteristics of who will be leading next?				
5.1	Leadership → word choice		Word choice for “qualifications”	

Interview/Post-Survey Notes				
6.1	More color			
6.2	Length of Best Practices Page			
6.3	Incorporate more scripture			
6.4	Make body text larger		Change to 16px	
6.5	Include information about Grace Bible Church Pearlside			

Legend

Nielsen's (1995) 5-Level Scale for Usability Problem Severity	
0	I don't agree that this is a usability problem at all
1	Cosmetic problem only. Need not be fixed unless extra time is available
2	Minor problem. Fixing should be given low priority
3	Major problem. Important to fix, should be given high priority
4	Catastrophe. Imperative to fix this before product can be released.